

# Child Support Agency Case Closure Experimental Statistics

Data for June 2014 – June 2016

Quarterly

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Great Britain

Official  
Experimental

The reform of the child maintenance system forms part of the Government's Welfare Reform agenda, where separating or separated parents are encouraged and supported to work together in the best interests of their children. As part of the Welfare Reform agenda, DWP launched the new child maintenance system which saw the introduction of a new statutory Child Maintenance Service (CMS), which replaced the Child Support Agency (CSA). From June 2014 CSA clients are being told their current CSA case will close. This publication details the progress of CSA case closure.

## Main stories as of June 2016

Over three-quarters of cases with a CSA liability have started the case closure process

433 thousand cases have had their CSA liability ended

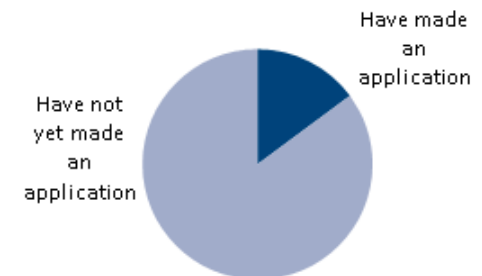
16% of cases where liability has ended via Case Closure now have applied to CMS

# 76%

of eligible cases have been selected for CSA case closure

# 74%

of cases selected have had their CSA liability ended



## At a glance

Page

The stages of Case Closure	3
Case Closure Position June 2016	6
Completing Case Closure	7
Applications to the Child Maintenance Service	8

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Comments? Feedback is welcome

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## What you need to know

### Background

As part of the Government's Welfare Reform agenda a new Child Maintenance Service was introduced with all child maintenance cases to be governed by the same rules. This will be achieved by ending liability for cases on the previous child maintenance schemes (1993 and 2003 schemes) and inviting clients to consider making their own family-based arrangements or to apply to the Child Maintenance Service.

Cases on the previous child maintenance schemes are due to have their child maintenance liability ended by 31 December 2017 (known as the transition period). In order to do this, the Child Support Agency (CSA) is contacting all clients to inform them that their child maintenance liability will end, and offer support to put a new arrangement in place.

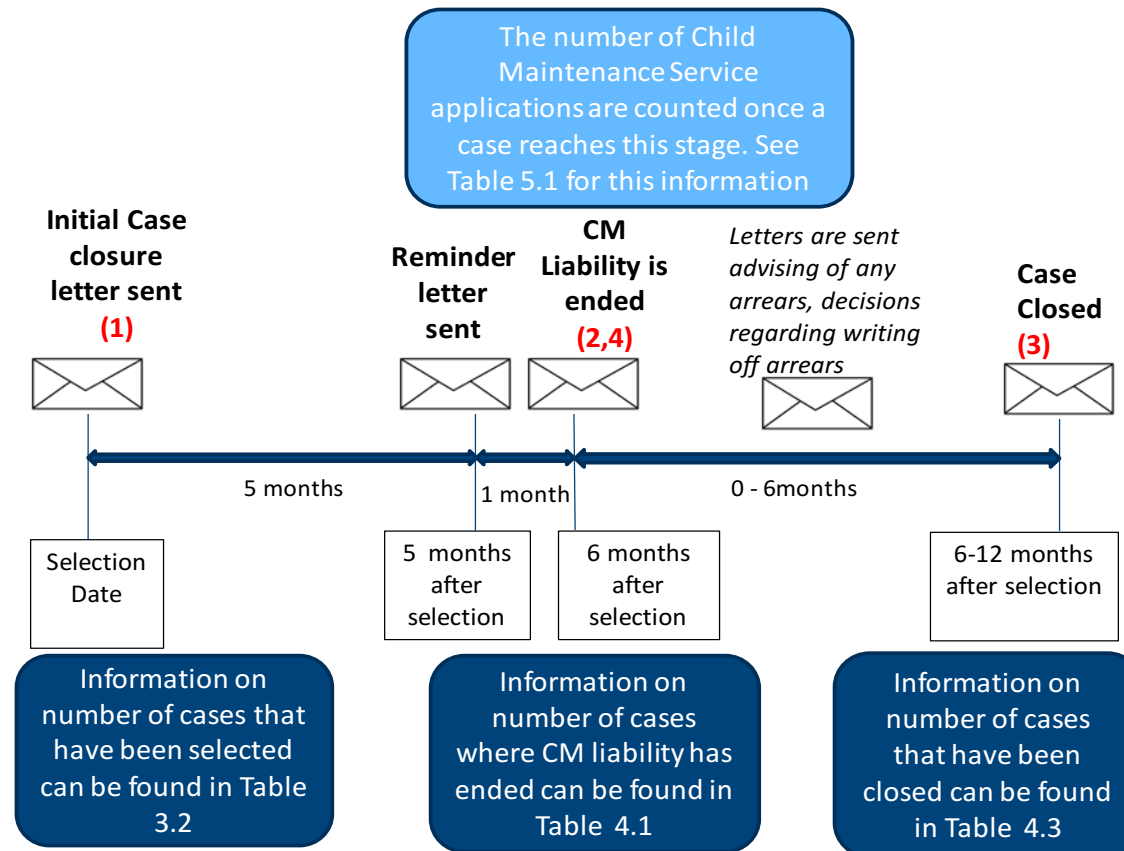
Due to the large volumes of cases involved, cases are being closed in a structured process determined by the characteristics of the case. This is known as **proactive** case closure. Details of these proactive selection segments can be found within the [definitions](#).

Two groups of cases are not subject to being selected in this way;

1. Cases where a new application is made to the Child Maintenance Service. In these cases this new application will trigger the process to bring the existing child maintenance liability to an end. This is known as **reactive** case closure.
2. Cases where the youngest child will have reached the age of 20 before the 31<sup>st</sup> December 2017. Liability will not end on these cases unless it is linked to a new Child Maintenance Service application. This is because these cases will come to a natural end before the end of the transition period.

Diagram 1 on the following page shows the different stages of the case closure process.

Diagram 1: The stages of case closure



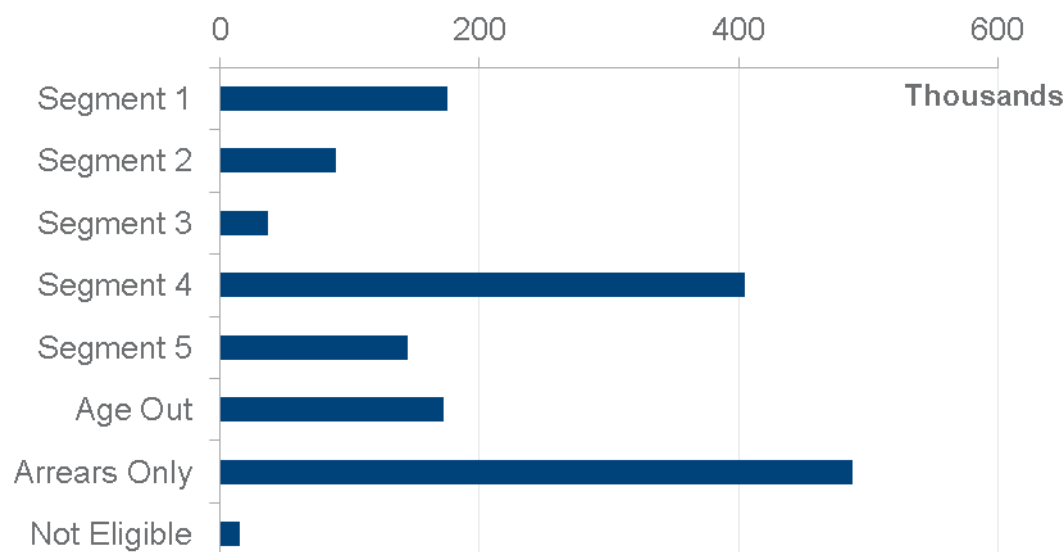
## These statistics cover:

- A **breakdown** on the **Child Support Agency caseload** by case closure segment
- The number of **case closure selections (1)**
- The number of cases where **liability has been ended (2)** and **completing case closure (3)**
- The number of **applications to the Child Maintenance Service (4)** from cases where liability has been ended.

# Child Support Agency Caseload

**Before CSA case closure began, 852 thousand cases were subject to having their CSA liability ended by December 2017**

Number of cases per case closure segment as of June 2014



Before the case closure began in June 2014, 851,600 cases were subject to have their CSA liability ended. These are cases within segments 1 to 5.

The majority of the remaining cases (488,300) are arrears only cases. These cases do not have a liability, so are not due to have liability ended as part of the case closure process.

See **Table 2.1** for full data.

## More information on CSA

On the 30th June 2014, CSA began the process of closing cases. Cases are being closed in a structured process; cases with a Child Maintenance liability are proactively selected for closure in segments.

Prior to selection, the segment is determined based on the characteristic of a case at a point in time. Due to the changing nature of the CSA caseload, a case may be selected in a different segment to the segment originally identified at the start of case closure.

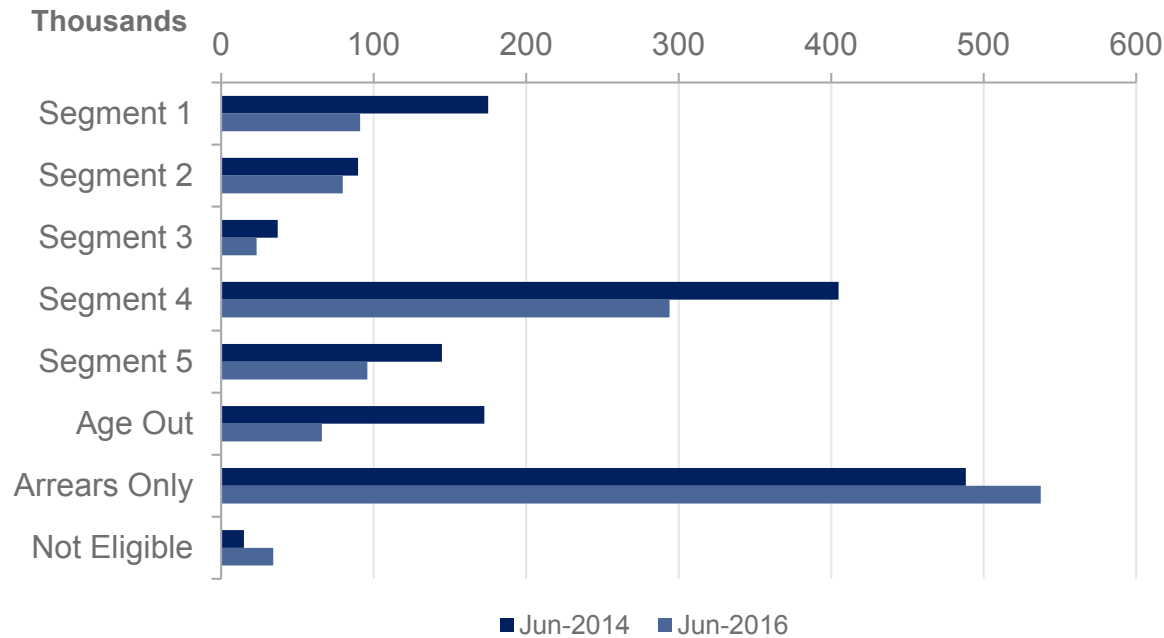
Cases are selected in case groups, based on all of the cases related to each non-resident parent. If a case is linked, i.e. where there is the same non-resident parent named on the cases, the cases will be selected together within the highest segment for the case group.

Details of these segments, and cases that are eligible, can be found on the [definitions](#) page.

Further details of the CSA caseload can be found in the [Child Support Agency Quarterly Summary of Statistics](#).

**As of June 2016, the Child Support Agency caseload has decreased from 1.5 million (before Case Closure began) to 1.2 million.**

Number of CSA cases per case closure segment, June 2014 to June 2016



As of June 2016, the overall CSA caseload has decreased from 1.5 million before Case Closure began to 1.2 million.

This decrease can be associated with cases closing within, and outside of the case closure process. As time progresses, the caseload will continue to decrease.

The number of cases due to have their liability ended reduced from 635,600 in March 2016 to 584,100 as of June 2016.

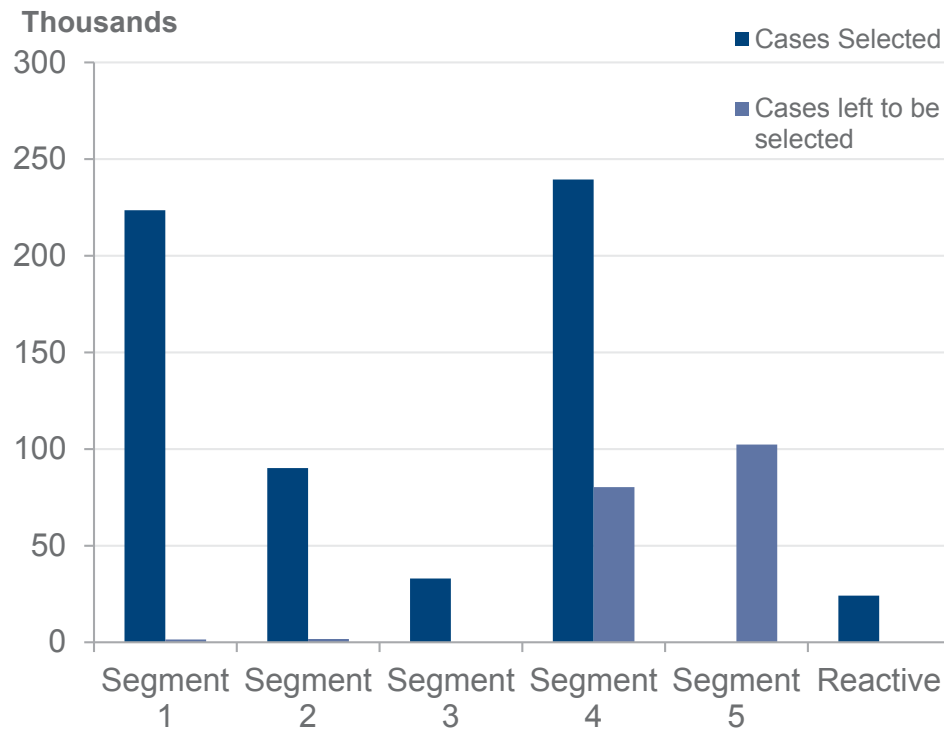
An increase can be seen in the 'Arrears only' category, this increase can be associated with cases where liability may have come to an end outside of the case closure process, but there are still arrears on the case.

See **Tables 2.1 - 2.2** for full data.

# Case Closure Position as of June 2016

## Over 99% of cases in segments 1, 2, and 3 have already been selected for CSA Case Closure

Number of cases selected, and left to be selected for CSA case closure by Segment as at June 2016



A total of 586,500 cases have been proactively selected for CSA case closure, with a further 24,200 cases being selected reactively.

Almost all of the cases within segments 1, 2 and 3 have now been selected with a small number of cases remaining to be selected. This is where a case has changed segment prior to selection as the characteristics of the case have changed.

The selection of segment 4 cases began in May 2015, and as of June 2016, 239,500 cases have been selected. This represents 75% of the segment 4 caseload as of June 2016.

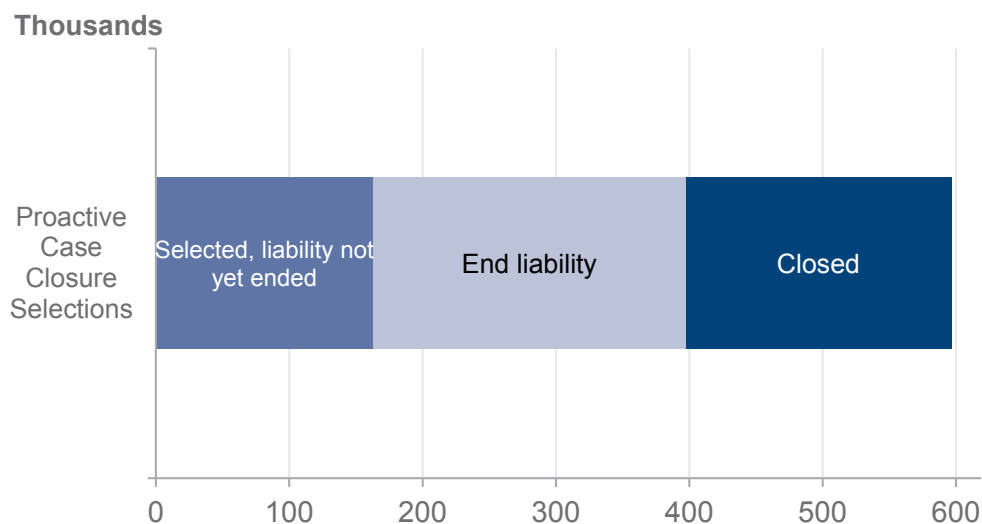
See **Tables 3.1, 3.2 and 3.4** for data on proactive case closure selections.

See **Table 3.3** for information on reactive case closure selections.

## Ending Liabilities and Closing Cases

**Almost three quarters of cases that have been selected for proactive case closure have ended liability, and over a quarter of all selected cases have completed case closure**

**Total number of proactive case closure selections, split by whether the case has ended liability or closed as of June 2016**



As of June 2016, 433,500 cases have had their liability ended through the **proactive** CSA case closure process.

This represents 74% of all cases that have been proactively selected for CSA case closure as of June 2016.

In addition to this 20,200 cases have had their liability ended through **reactive** case closure.

The total number of cases where liability has ended represents 57% of all cases due to have their liability ended as part of case closure as of June 2016.

A total of 198,200 cases have had their cases closed under the proactive CSA case closure process, and 16,200 have closed under the reactive case closure process. This represents 35% of all cases that have been selected for CSA case closure

See **Tables 4.1 and 4.3** for full data.

See **Tables 4.2 and 4.4** for information on cases ending liability and closing via reactive case closure.

## More information on Ending liabilities and Closing Cases

End liability as part of the CSA case closure process is when a case no longer has liability to pay maintenance via the CSA. This is 6 months after case closure selection for proactive cases and 38 days for reactive cases.

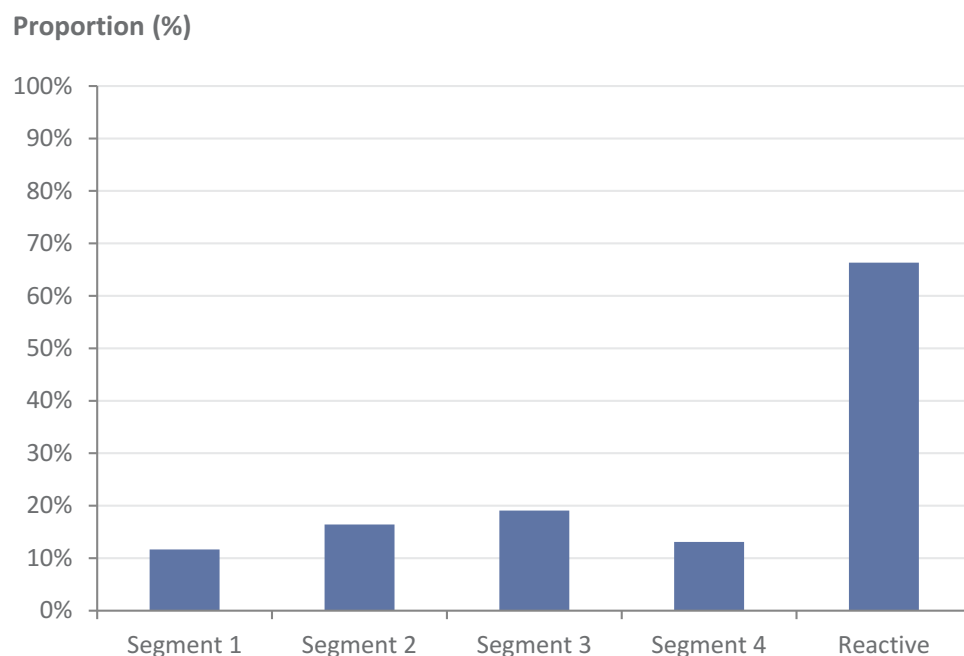
Following end liability, clients are contacted about any arrears that remain before the case is closed. See diagram 1 on page 3 for details of the case closure process.

See the [methodology](#) page for further information.

# Applications to the Child Maintenance Service and arrears only cases

## 16% of cases that have had their CSA liability ended, via reactive or proactive closure, have made an application to the Child Maintenance Service

Proportion of cases, that have had the CSA liability ended, and now have applied to the Child Maintenance Service, by case closure segment - June 2016



A total of 60,800 cases that have had their CSA liability ended via proactive case closure and 13,400 cases that have had the CSA liability ended via reactive case closure have made an application to the Child Maintenance Service.

66% of reactive cases have applied to the CMS, this only represents 13,400 cases. In comparison, 12% of segment 1 cases that have had their CSA liability ended have made an application to the Child Maintenance Service which accounts to 23,800 cases.

The proportion of reactive applications is higher than for the proactive segments, as the main characteristic of a reactive case is where an application to the Child Maintenance Service has already been made. We expect the number of applications to keep increasing, as cases are considered to have applied only after liability has ended and we are only part way through closing segment 4 cases.

See **Table 5.1** for data on applications from proactive cases.

See **Table 5.2** for data on applications from reactive case.

## More information on Child Maintenance Service Applications

Applications data are determined by linking individual personal details from cases that have ended liability with the equivalent information in the 2012 scheme.

The underlying applications data uses the same source data found within the existing [Statistics on the 2012 statutory child maintenance scheme](#).

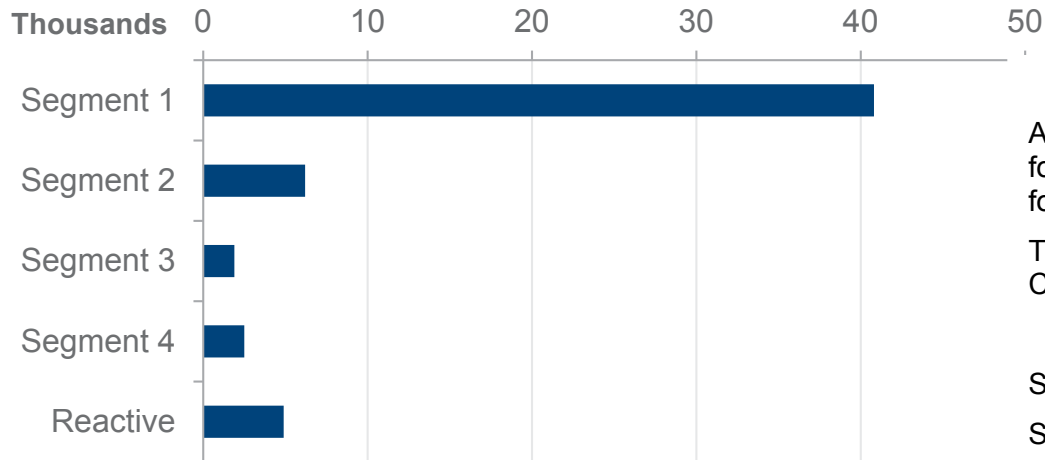
This information considers all applications, and does not consider the current status of the case. Some of these cases may have subsequently closed.

See the [methodology](#) page for further information.



## The Child Maintenance Service has 56,500 arrears only cases from clients who went through the proactive or reactive case closure process

Number of cases with an arrears only case with the CMS, by case closure segment - June 16



As of June 2016, there were 51,600 arrears only cases on CMS following proactive case closure and 4,900 arrears only cases following reactive case closure.

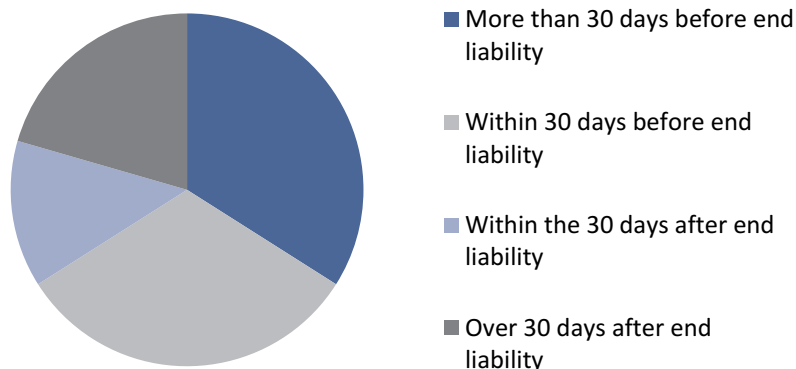
These are cases that, so far, have not made an application to CMS, but had arrears remaining on their closed CSA case.

See **Table 5.1** for data on proactive cases.

See **Table 5.2** for data on reactive cases.

## 66% of CMS applications from proactive case closure clients were made before CSA liability was ended

Proportion of cases making an CMS application by end liability date  
June 2016



As of June 2016, 60,800 applications have been made to the CMS by clients who have been selected for case closure, of these, 40,200 were made before CSA liability was ended.

A total of 8,200 applications were made in the month following end liability and 12,500 were made more than a month after end liability.

See **Table 5.3** for full data.

See **Table 5.4** for time between end liability and CMS application for reactive case closure.

## **Methodology**

### **Data Sources**

The administrative data used within this publication are derived from the Child Maintenance administrative systems; Child Support Computer System (CSCS); Child Support System 2 (CS2) and Clerical Case Database (CCD) for 1993/2003 scheme cases and the Siebel source system for 2012 scheme cases.

### **Caseload**

The 1993/2003 scheme caseload is sourced from the same data found within the existing Child Support Agency Quarterly Summary of Statistics.

The June 2014 caseload was linked with case closure planning information in order to provide an estimated segment breakdown of the caseload.

The current caseload has been linked with case closure records in order to give an accurate segment as of the current month. Further detail is available below.

### **Case Closure Position**

Details of 1993/2003 scheme cases have been linked with case closure selection records in order to determine how many cases have been selected.

Cases that are due to be selected are identified using a scan of the CS2 computer system and interrogation of CSCS and CCD system data.

### **Ending liabilities and closing cases**

Details of 1993/2003 scheme cases have been linked with case closure selection records in order to determine how many cases have ended liability, how many did not have a liability and how many have completed case closure.

Following end liability, clients are contacted about any arrears that remain before the case is closed. See diagram on page 3 for details of the case closure process.

### **Applications to 2012/Arrears Only on 2012**

Application data are determined by linking individual personal details from cases that have ended liability with the equivalent information in the 2012 scheme.

An application, or arrears only case, following case closure is counted where the personal details of both parents can be linked between systems.

A link cannot be made if the details for either parent are missing. Applications may therefore be undercounted. Arrears only cases are identified by using a flag within the Siebel source system. The underlying applications data uses the same source data found within the existing statistics on the 2012 statutory Child Maintenance scheme.

A system issue has been identified which impacts New Application Intake figures. Duplicate cases created from the system issue have been removed from the applications to 2012 figures in Tables 5.1 – 5.4.

New Application Intake figures include some cases where the client has closed an existing application and decided to come back to the CMS at a later date.

The methodology used to identify and remove these duplicate cases may be refined in future publications.

## Definitions

<b>CMS</b>	Child Maintenance Service
<b>1993/2003 Total Caseload</b>	The total number of cases on the CSA 2003 and 1993 Schemes.
<b>2012/CMS Application</b>	The number of new applications received to the 2012 statutory scheme. These figures do not include Arrears only cases on the 2012 System.
<b>Age out</b>	Cases where the youngest child will have reached the age of 20 before the 31 <sup>st</sup> December 2017. Liability will not end on these cases unless it is linked to a new Child Maintenance Service application. This is because these cases will come to a natural end before the end of the transition period.
<b>Arrears Only on 2012 System/CMS</b>	These are cases that have not made application to the Child Maintenance Service following case closure, but had 1993 or 2003 scheme arrears. These arrears are moved over to the 2012 system. Further details on transitioned arrears can be found in the CMS accounts.
<b>Arrears Only within case closure Process</b>	Cases without an on-going maintenance liability, and arrears on the 1993/2003 schemes.
<b>Case Closure</b>	The process of ending liability and closing all cases on the CSA (1993/2003) schemes.

<b>Case Group</b>	Where a non-resident parent has more than one case. All of his/her cases are linked together as a case group.
<b>Completed Case Closure</b>	Following end liability, clients are contacted about any arrears that remain. Once this activity has been completed, the case is classed as closed. See diagram 1 on page 3 for details of the case closure process.
<b>End liability</b>	When a case no longer has liability to pay on-going maintenance via the CSA. This is 6 months after case closure selection for proactive cases and 38 days for reactive cases.
<b>Not Eligible for Case Closure</b>	These are cases within the CSA caseload which will not have liabilities ended as part of the case closure process and are not classed as age out or Arrears only. A case is not eligible for case closure for one of the following reasons: <ul style="list-style-type: none"> <li>- The case is not part of the 'Live' CSA caseload</li> <li>- The case is now cancelled/withdrawn, and is awaiting full closure</li> <li>- During the case closure process, the case has been identified as not eligible. This could be due to a death on the case, or the case not appearing in lists of cases to be selected</li> </ul>
<b>Proactive Case Closure</b>	The structured process of selecting CSA cases for closure.
<b>Reactive Case Closure</b>	Where a new application is made to the Child Maintenance Service, and the Paying Parent also has a case on the 1993/2003 schemes.
<b>Segment 1 - Nil Assessed cases</b>	These are all cases where liability is assessed as nil. Cases from this segment were selected from June 2014.
<b>Segment 2 - Non compliant cases</b>	These are cases where the non-resident parent is not complying with his/her obligation to pay child maintenance or is assessed and non-charging. This segment excludes cases which are subject to a deduction from earnings order, a regular deduction order, where a deduction from earnings request has been granted and where enforcement action is on-going. Cases from this segment were selected from January 2015.
<b>Segment 3 - Clerical Compliant Cases</b>	Segment 3 will be all clerical cases (these are cases that are not managed on the main computer systems) that do not fall within Segment 1 or 2 or 5 (so excluding deduction from earnings order, deduction from earnings request and regular deduction order cases and cases where enforcement

action is on-going). Cases from this segment were selected from May 2015.

#### **Segment 4 - Compliant cases**

Segment 4 will be all non-clerical cases that do not fall within Segment 1 or 2 or 5 (so excluding deduction from earnings order, deduction from earnings requests and regular deduction order cases and cases where enforcement action is on-going). Cases from this segment were selected from May 2015.

#### **Segment 5 -Enforced cases**

Segment 5 will be all cases where:(a) the method of payment of child maintenance is by-(i) deduction from earnings order; (ii) deduction from earnings request; or (iii) regular deduction order; and (b) all cases where an enforcement action is currently in progress including liability orders (and all subsequent action that flows from such orders); lump sum deduction orders; freezing orders; setting aside of disposition orders and their Scottish equivalents.

### **Where to find out more**

For more information on CSA case closure please see [Child Maintenance: Ending Liability Scheme](#).

For more information regarding the Child Support Agency Caseload please see the [Child Support Agency Quarterly Summary of Statistics](#).

For more information regarding the Child Maintenance Service Caseload please see the 2012 [Child Maintenance Scheme Statistics](#).